

RMD Bulletin

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Healthy Way LA Enrollment Process Overview Legal Entity Contract Provider



The following is an Overview of the Department of Mental Health's Healthy Way LA (HWLA) Enrollment Process.

To enroll clients into HWLA,

- Meet with the client, complete a Medi-Cal eligibility check, and determine if the client is currently enrolled in HWLA by phoning HWLA Member Services at 1-877-333-4952 or fax a HWLA Eligibility Status Request form to RMD at (213) 252-8889 (Please refer to RMD Bulletin No.: NGA 11-020).
- Verify that the client potentially meets all eligibility criteria by completing Page 1 of the attached HWLA Pre-Screening Checklist. Eligibility criteria are:
 - ✓ Not pregnant
 - ✓ Does not have custody of any minor children
 - ✓ Does not have Medi-Cal or SSI, or an application pending for either
 - ✓ Age 19-64
 - ✓ U.S. Citizen or Legal Permanent Resident for 5 years
 - ✓ Los Angeles County resident
 - ✓ Income at or below 133% of Federal Poverty Level
 - ✓ Has an Open Episode in the Department of Mental Health Integrated System
- Obtain all appropriate documentation as indicated on Page 2 of the HWLA Pre-Screening Checklist, and completes Page 2 of the HWLA Pre-Screening checklist.
- Complete the HWLA Application with all required signatures.
- Verify that all required documents provided by the client are originals (no copies).
- Complete and sign the attached Attestation form.
- Make photocopies of all the documentation needed for HWLA enrollment and place the copies in either the client's clinical or financial chart as determined by individual agency policy. All original documents must be returned to the client.
- Providers should purchase a stamp with which to stamp photocopies of citizenship and identity documents that will be submitted to the Department of Health Services (DHS) Enrollment Hub. The stamp should read:

Original Document Seen

By: _____

Date: _____

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- Do not submit original citizenship or identity documents. Stamp copies of the documents with the “Original Document Seen” stamp and complete the “Name” and “Date” fields.
- Complete the attached HwLA Application Review. The Department of Health Services (DHS) requires that this form is attached as a cover sheet for each packet, failure to do so will result in DHS not accepting any of the enrollment documents.
- Place all documents in an envelope with the providing agency’s return address and address the envelope as follows:

Attention: HwLA Application Center Staff (HwLA Application Enclosed)

- Submit the following documentation by courier or hand-delivery to DHS:
 - ✓ DHS HwLA Application Review
 - ✓ Proof of Citizenship or Legal Permanent Residency
 - ✓ Proof of Los Angeles County residency
 - ✓ Proof of identity
 - ✓ Proof of income
 - ✓ Earned Income Deduction Form (if appropriate)
 - ✓ Current Payer Financial Information form
 - ✓ Signed Healthy Way LA Application
 - ✓ Signed Attestation Form

Please refer to the attached listings of DHS Enrollment Hub locations.

- Obtain a date-stamped of the attached “Acknowledgement of DHS Receipt of Healthy Way LA Enrollment Packet” form upon delivery to the DHS Enrollment Hub.
- Approximately 30 days later the client will receive a HwLA Membership Card and New Member Packet.

We’re here to help you...

If you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.

